

**Paula Barbagelata****Email:** mpaulabarbagelata@gmail.com**Phone:** +54 9 351 2194821**Portfolio:** paulabarbagelata.netlify.app**LinkedIn:** linkedin.com/in/paulabarbagelata**GitHub:** github.com/PaulaBarbagelata**Professional Summary**

Highly motivated and results-oriented professional with extensive experience in team leadership and project management within the telecommunications sector. In 2023, I expanded my skills with training in web development, mastering technologies such as HTML, CSS, JavaScript, and React. I recently completed a Data Analytics course, gaining expertise in Power BI and SQL, and have begun a Data Science program. I am seeking an opportunity to apply my experience and technical skills in a challenging role within the technology field.

**Professional Experience****Team Leader, Technical Support***Konecta, Argentina | 2016 - Present*

- Lead a team of 15 technical support specialists, consistently achieving customer satisfaction rates above 90%.
- Developed and implemented a continuous training program that increased team efficiency by 25%.
- Optimized resource allocation and KPI management, resulting in a 20% reduction in resolution times and a general increase in team productivity.

**Sales Leader***Konecta, Argentina | 2023 - Present*

- Supervise a team responsible for managing various sales initiatives and projects.
- Develop and execute sales strategies to meet and exceed established targets.
- Coordinate cross-functional projects to drive sales growth and operational efficiency.

## **Customer Service Representative**

*Konecta, Argentina | 2012 - 2016*

- Resolved customer inquiries and issues with a satisfaction rate of 95%.
- Contributed to process improvement and customer satisfaction through collaboration with other teams.

## **Education**

### **Data Analytics Course (46 hours)**

*CoderHouse | 2024*

- Data analysis, SQL, Power BI. Design and management of interactive dashboards. Technical documentation.

### **Data Science Program (in progress)**

*CoderHouse | 2024 - Present*

- Data analysis, machine learning, Python, R, data science tools.

### **Web Development Course**

*SheCodes | 2023*

- Technologies: HTML, CSS, JavaScript, React.
- Developed practical projects, including two weather search applications in Vanilla and React versions.

### **Programming from Scratch Course**

*Egg Cooperation | 2023*

- Programming fundamentals, including logic and data structures.

### **Bachelor's Degree in Nutrition (unfinished)**

*National University of Córdoba*

- Completed 4 years of study, acquiring skills in research, data analysis, and communication.

## **Technical Skills**

- **Data Analysis:** SQL, Power BI, Advanced Excel, KPI management, data visualization.
- **Web Development:** HTML, CSS, JavaScript, React.

- **Project Management:** Planning, execution, and monitoring of projects.
- **Team Leadership:** Coaching, mentoring, talent development, cross-functional team management.

### **Key Achievements**

- **KPI Improvement:** Implemented strategies to enhance customer service and reduce costs in technical dispatch, achieving a 20% improvement in support ticket resolution times and a 15% reduction in operational costs.
- **Successful Projects:** Restructured the sales framework, significantly increasing revenue and improving the work environment. Implemented portability management, which boosted customer loyalty and expanded the user base.
- **Team Development:** Fostered a collaborative environment and empowered team members to take on responsibilities, resulting in promotions to key positions within the company.

### **Languages**

- **Spanish:** Native
- **English:** Intermediate-Advanced